

From: Christopher Tinto/=WDC/Toyota_NY. Sent:5/29/2007 1:06 PM.
To: [-] Chris Santucci/=WDC/Toyota_NY@Toyota_NY.
Cc: [-] Kevin Ro/=WDC/Toyota_NY@Toyota_NY.
Bcc: [-] .
Subject: Re: ES350 Customer Complaints and Warranty Claims.

<< All regional offices, distributors, and the dealer network have also been notified. In addition, all weather mats will now only be sold with enhancements that clarify the installation instructions.>>

Sorry I didnt read the whole thing, but I presume somewhere else in the response we define what the "enhancements" are?

Thanks, and Best Regards,
Chris

Chris Tinto

Vice President, Technical and Regulatory Affairs, Safety
Toyota Motor North America, Inc.
601 13th St. NW
Suite 910 South
Washington, DC 20005
Phone (202) 463-6824 Fax: (202) 463-8513
email: Chris_Tinto@tma.toyota.com

Chris Santucci/WDC/Toyota_NY
05/29/2007 03:56 PM
To Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA
cc George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA, Christopher
Tinto/WDC/Toyota_NY@Toyota_NY, Kevin Ro/WDC/Toyota_NY@Toyota_NY
Subject Re: ES350 Customer Complaints and Warranty Claims

Mitch,

Here is a draft of our assessment. First draft. Comments appreciated.

Regards,

Chris Santucci - Assistant Manager
Technical and Regulatory Affairs
Toyota Motor North America, Inc.
Ofc (202) 463-6856 Cell (202) 651-1581 Fax (202) 463-8513
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Michiteru Kato/HINPO/TMC0@TMC0

05/28/2007 07:05 AM

To Chris Santucci/WDC/Toyota_NY@TOYOTA_NY

cc George Morino/TMS/Toyota@TOYOTA, Kirk Forsht/TMS/Toyota@TOYOTA

Subject ES350 Customer Complaints and Warranty Claims

Chris,

Attached is the list of the customer complaints and warranty claims that we are going to submit to NHTSA in our response to PE IR regarding ES350 all weather floor mat.

Please take a look at them and if you have any question/concern, let me know. And please see if we can make some arguments based on the customer complaints.

Thanks,

Mitch

[attachment "Consumer Complaint.xls" deleted by Chris Santucci/WDC/Toyota_NY] [attachment "warranty.xls" deleted by Chris Santucci/WDC/Toyota_NY]